

PROTECT CONTRACT



ORDER FORM  
Framework Agreement

FROM

<b>Authority</b>	Care Quality Commission
<b>Service Address</b>	151 Buckingham Palace Road, London , SW1W 9SZ
<b>Invoice Address</b>	CARE QUALITY COMMISSION T70 PAYABLES F175 PHOENIX HOUSE TOPCLIFFE LANE WAKEFIELD WF3 1WE
<b>Contact Ref:</b>	Name: [REDACTED] Phone: [REDACTED] e-mail: [REDACTED]
<b>Order Number</b>	To be quoted on all correspondence relating to this Order:
<b>Order Date</b>	11 <sup>th</sup> August 2016

TO

<b>Provider:</b>	ORC International Ltd
<b>For the attention of:</b>	[REDACTED]
<b>E-mail</b>	[REDACTED]
<b>Telephone number</b>	[REDACTED]
<b>Address</b>	186 City Road , London EC1V 2NT

1. SERVICES REQUIREMENTS

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## (1.1) Services [and Deliverables] Required:

### 1. THE REQUIREMENT

To leverage our journey to becoming a high performing organisation, we are looking to review and refresh our existing survey approach. This includes evaluation of our content, and processes to ensure the survey remains fully aligned to our organisational values, priorities and strategic direction.

The supplier will work with us to help determine the best and most appropriate ways of harvesting employee opinion and feedback, using innovative methods to measure engagement and drive follow up activity.

The supplier should have a proven record of creative, effective and successful delivery of the requirements, ideally in a similar context.

The supplier will advise, lead (where appropriate) and work with us to:

- Review our current approach, making recommendations for improvements where possible;
- Produce a robust set of questions that allow for year on year comparison;
- Work with us to ensure the format of the survey is accessible to all employees and takes account of the needs of different diversity groups, in particular, colleagues with a disability;
- Act as an independent consultant, protecting the anonymity of respondents;
- Manage survey processes including: possible cognitive testing, UAT testing, online survey participation (unique links preferred), dispatch and collation of a small number of postal surveys, collection and management of survey data, statistical data analysis, coding of verbatim comments;
- Provide results in a range of formats (e.g. scorecards – note that approx. 100 were produced in 2015; video animations; infographics);
- Presentation of results to CQC's Executive Team;
- Produce tailored reports (e.g. external benchmarking; equality and diversity);
- Provide access to a self-service reporting portal;
- Provide advice and guidance from a position of 'expert provider' as to the action CQC could undertake to celebrate areas of success and address areas of concern.

They need to be skilled in:

- Survey design, including the framing of statements;
- Interpretation of results from a statistical perspective and presenting findings in a user-friendly format;
- Measuring engagement;
- Managing high volumes of data;
- Working to tight timescales;
- Evidencing organisational shift as a result of the staff surveys they have undertaken to deliver.

The above is not an exhaustive list and other services (e.g. follow up presentations or workshops) may be required as part of the implementation of an employee survey.

This contract is for two years in length however the Authority reserves the right to extend the contract by one further year subject to agreement by both parties.

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<b>(1.2) Commencement Date:</b> <b>11<sup>th</sup> August 2016</b>
<b>(1.3) Price Payable by Authority</b> <b>Please see Annex A pricing schedule</b>
<b>(1.4) Completion Date:</b>  <b>10<sup>th</sup> August 2018</b> <b>2 year contract with option to extend for a further 12 months</b>

<b>2 ADDITIONAL REQUIREMENTS</b>
<b>(2.1) Supplemental Requirements in addition to Call-Off Terms and Conditions:</b> <b>Order of preference</b> <b>UKSBS framework terms and conditions will take precedence over the call-off terms and conditions.</b> <b>As this is a framework agreement supplier terms and conditions will not be considered</b>
<b>(2.2) Variations to Call-Off Terms and Conditions</b> <b>Not applicable</b>

<b>3. PERFORMANCE OF THE SERVICES [AND DELIVERABLES]</b>
<b>(3.1) Key Personnel of the Provider to be involved in the Services [and deliverables]:</b>

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Daniel Phipps

## (3.2) Performance Standards

### Key performance indicator

No	Key Performance Indicator	Threshold	Evidence Required	Timescale
1	To produce a project plan	N/A	Full project plan	4 weeks from contract sign off
2	All deliverables to be produced delivered within the project plan timescales	100%	Progress to be tracked against milestones as part of the project plan- outcomes to be discussed at weekly meetings.	As part of weekly project plan
3	Survey products are error free and are delivered on time ( as per project plan)	100%	<p>Key survey products</p> <ul style="list-style-type: none"> <li>• Topline report</li> <li>• All individual scorecards</li> <li>• Benchmark reports</li> <li>• EDHR report</li> <li>• Executive presentation</li> </ul> <p>All of the above products should be statistically robust, presented in a suitable format with appropriate use of language and grammar</p>	As final versions presented to CQC
4	All statistical products are quality assured to be standard by CQC's Quality Assurance Protocol	100%	Products demonstrate the application of CQC's Quality Assurance Protocol	As per final versions presented to CQC
5	Client queries resolved	100% of CQC project team queries to be responded to within 1 working day.	Query outcomes to be discussed at weekly meetings	As part of weekly project meetings

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		<b>100% of CQC individual staff queries to be responded to within 2 days.</b>		
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**(3.3) Location(s) at which the Services are to be provided:**

**151 Buckingham Palace Road London SW1W 9SZ**

**(3.4) Quality Standards**

**As per key performance indicators below**

**(3.5) Contract Monitoring Arrangements**

There will be a clear project plan with deliverables which will be monitored by CQC and the supplier.

Additionally, the supplier will be expected to:

- Communicate and meet (e.g. teleconferences) frequently with CQC as agreed;
- Work within agreed key performance indicators relating to quality, delivery of products and levels of service;
- Measure performance and provision of service on an ongoing basis against specific target dates;
- Provide weekly reports on progress to the project manager;
- Attend key meetings in person to review progress and discuss the service, as required by the project manager;
- Attend a post contract review with the CQC to review whether the objectives of the contract were met, to review the benefits achieved; and
- Identify any lessons learnt for future projects.

**Management Information**

No	Name of report	Description	To be Provided
1	Financial updates	<p>The supplier should provide a financial tracker showing spend to date on a monthly basis and at the end of each financial year . To ensure costs remain inline with the contract value.</p> <p>Please note costs should not exceed contract value unless both parties agree to any additional costs</p>	Monthly and at end of each financial year .

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## 4. CONFIDENTIAL INFORMATION

(4.1) The following information shall be deemed Commercially Sensitive Information or Confidential Information:-

(4.2) Duration that the information shall be deemed Commercially Sensitive Information or Confidential Information

**BY SIGNING AND RETURNING THIS ORDER FORM THE PROVIDER AGREES** to enter a legally binding contract with the Authority to provide the Service specified in this Order Form together with, where completed and applicable, the mini-competition order (additional requirements) set out in section 2 of this Order Form. Incorporating the rights and obligations in the Call-Off Terms and Conditions set out in the Framework Agreement entered into by the Provider and UK SBS on **[insert date as Appropriate]** and any subsequent signed variations to the terms and conditions.

24/08/2016

For and on behalf of the Provider:- ORC International

Name and Title	
Signature	
Date	

For and on behalf of the Authority- Care Quality Commission

Name and Title	
Signature	
Date	